

Amendments to the Specification:

Please replace the paragraph beginning at page 5, line 17, with the following amended paragraph:

An agent can control the scrolling action of the message area 108. For example, an agent can move a mouse cursor over the message area 108 and/or messages 112, 114, causing the scrolling action to be paused temporarily. Once the agent moves the mouse away from the message area, the scrolling action can resume. As described in detail below, a message window can be generated displaying a list of messages or a selected message in response to a user selection of the message area. For example, a customer interaction center agent may have an interest in reading one of the messages in the message area 108. The agent can “click” on the message area 108 causing a message window (shown in FIG. 2B) to be displayed over the GUI 100. The messages can be text messages, graphical messages, or a combination. Although the above techniques are described in the context of a customer interaction center and center agents, the techniques are applicable to other applications.

Please replace the paragraph beginning at page 6, line 29, with the following amended paragraph:

FIG. 2D shows message window 150 allowing a customer interaction center agent to view messages that have been marked with “past” status. Both “read” and “new” messages are automatically marked with “past” status once date/time expiration information elapses. In this case, the check box 158 of FIG. [[2A]] 2B is no longer available. For example, the interaction center agent views an old message about March sales incentive contest. The agent can then close the window 150 by pressing the close button 156 and continue with a customer interaction session and helping a customer.